No matter how well-trained, motivated, and professional, if humans are involved ERROR is inevitable. But there are usually warning signs of impending error.

So the question is... will we speak up?

We All Have “Moments of Truth”

Demonstrate how the communication patterns and protocol rigors of Crew Resource Management (CRM) can be adapted to a radiation oncology environment to create a culture of patient safety.

Describe the usage of checklists, protocols, structured patient handoffs, and standardized routines to “hardwire safety excellence” into our patient experience.

Leadership Development:
- Shared Mental Model
- Building a Change Team
- Plan for Success
- Manage Resistance
- Welcome Constructive Conflict
- Create Measurement Indicators to Track Success

Crew Training Elements:
- Team Briefings
- Mutual Support
- Team Communication
- Cross-check/Assertion
- Decision Making
- Debriefing

Staff members have developed an extraordinary sense of teamwork combined with a high degree of personal responsibility to assure patient safety. They routinely speak up when they consider something potentially unsafe.

Memorial Cancer Institute Proven Results: Staff Feedback Post-Implementation

“Since implementing crew resource management, we can speak up without fear of losing our jobs. When we notice that the positioning, or the prescription, or anything just doesn’t seem right, we speak up for the patient’s safety without hesitation. Our management supports us 100%.”– RN

“Before, we’d have occasions where we brought patients into the LINAC treatment room and got them positioned before anyone noticed that we were missing a crucial element. Now, we’re thinking through the case before the patient even arrives at the clinic. We go through our planning steps. The planning ahead and standard steps we take make us more efficient.”– RTT

The rigor and standardization introduced into our practice, combined with the increase in communication and teamwork, have improved both safety and efficiency while improving both staff and patient satisfaction. CRM principles are highly adaptable and applicable to the radiation oncology setting.